

**Town of Natick
Job Description**

Position Title:	Outreach Coordinator	Grade Level:	1
Department	Community Services	FLSA Status	Non-Exempt
Reports to:	Director of Council on Aging & Human Services		

Statement of Duties: The purpose of this position is to ensure that the programs and services offered by and/or available through the Human Services & Council on Aging Departments are widely known and available to Natick residents and their families; serve as liaison between Natick residents and the services and resources available.

Supervision Required: Under the general supervision of the Director of Human Services & Council on Aging and Assistant Director, the incumbent receives and carries out program implementation as well as social service and financial assistance policies and procedures as identified by the Director. The work is carried out with a good measure of initiative and independence.

Supervisory Responsibility: This position has no supervisory or management responsibilities.

Accountability: Errors and omissions in work could result in missed deadlines, poor employee morale, and adverse public relations.

Complexity: Provides outreach programs to enable Natick residents of all ages to live healthfully and independently in the community. Coordinates programs and services, advocates for citizens with various community organizations, local and state agencies, and other associations, and informs citizens of the availability of resources and services.

Confidentiality: All information regarding program participants is confidential. State law stipulates that all information about participants, including the fact that they are participants, is confidential and cannot be shared outside the Department.

Work Environment: Duties generally provide for a normal office environment with high public traffic volumes, free from extremes in temperature, noise, odors, etc.; work is occasionally performed at the homes of clients. Incumbent will be subject to frequent work interruptions to assist citizens, staff and others, and may spend extended periods at computer terminal or on telephone, or operating other office machines requiring eye-hand coordination and finger dexterity. Work requires the ability to normally walk, sit, bend, reach, as well as, see and hear. Incumbent will be required to lift and carry files, documents, records, equipment, etc. and will be required to travel within the Town and to neighboring towns.

Stress is certain when dealing with human problems that occasionally leads to frustrations when needed resources are not available. At times prioritizing consumers and/or their needs will be necessary adding to the stress demands.

Nature and Purpose of Contacts: Work is primarily with the public, residents and their families and friends; interaction is needed with personnel within the Department, from other

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community agencies, town departments, state and federal agencies to coordinate service provision.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides in-person and telephone consultations to Natick residents of all ages and their families, identifying available resources, providing ideas for short and long term solutions to problems, and education about beneficial social, educational, support, and financial resources.
- Conducts home visits to consult with individuals and/or families or caregivers in cases when office visits are not possible due to frailty, disability, transportation, child care or other issues.
- In consultation with the Director, makes referrals to other services or agencies as needed including but not limited to other services within the Human Services & Council on Aging or other municipal Departments, Natick and area non-profit social service agencies, state agencies, religious organizations and others as appropriate.
- Works collaboratively with the Volunteer Coordinator to initiate and maintain volunteer services for seniors or individuals with disabilities who request it, including transportation rides, grocery shopping, friendly visiting, home fix-it, and more.
- Provides follow-up calls and consultations as appropriate for residents and families who have used the Human Services & Council on Aging services.
- Works collaboratively with the Assistant Director to develop and coordinate a comprehensive program of activities and programs responsive to identified community needs.
- Develops, maintains and updates a computerized database of resources, services, and information on topics relating to financial assistance programs, aging, and care giving for the use of residents, their families, and staff.
- Markets and publicizes programs and services available through the Human Service & COA Departments; designs and maintains resource information that is customizable

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depending on consumer needs and requests; maintains an up-to-date library of resource information and brochures on commonly requested services; prepares a monthly column on topics of interest to seniors for the Natick Senior Center newsletter.

- Assists Natick residents of all ages in applying for the Federal Fuel Assistance, Good Neighbor Energy Fund program and other assistance programs as applicable.
- Makes public presentations on benefit programs and Department resources to school, religious, public safety, and community groups.
- Performs related duties as required.

Recommended Minimum Qualifications:

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Duties require a Bachelor's Degree in Social Services, Human Services, Gerontology, or related field and a minimum of three (3) years of responsible professional experience in community volunteerism-and/or social services or any equivalent combination of education and experience.
- Experience with elder resources is desirable.
- Valid driver's license and reliable means of transportation are required.

Knowledge, Abilities and Skill **Knowledge:**

- Knowledge of the financial assistance and social service network.
- Problem oriented recording.
- Knowledge and understanding of state statutes, regulations, and other community agency criteria to develop effective and appropriate referrals; department goals and procedures.

Abilities:

- Ability to interact with residents of all ages and family members with sensitivity, tact, and knowledge.
- Ability to respect and maintain confidentiality

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- Ability to communicate clearly in written and oral form.
- Ability to work independently and be self-motivated

Skill:

- Interpersonal/interviewing/counseling skills
- Skill in various computer applications such as Word, Excel, Access, PowerPoint, and publishing programs.
- Program management skills

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.